

**The Personal Health Record:
Henry Ford Health System
Perspective
April 27, 2005**

**Mark A. Kelley, MD
EVP, Henry Ford Health System
CEO, Henry Ford Medical Group**

Presentation Highlights

- Overview of Henry Ford Health System
- Features of EMR “Careplus”
- Innovations in Provider-Patient Interface
- Comments on Personal Health Record

Profile of HFHS

- 90 y.o. hospital-based health system with
 - 4 hospitals - flagship (HFH) in downtown Detroit
 - Health Alliance Plan - 500,000 HMO members
 - Employed physician practice (HFMG) - 800 physicians

Profile of HFMG

- 2 million outpatient visits
- 500,000 patients (170,000 capitated)
- 22 satellite locations in 30 mile radius
- 700 GME trainees
- \$53 million in research - 4 program projects
- Major affiliation with Wayne State School of Medicine

Henry Ford Electronic Medical Record “Careplus”

History

- Homegrown product in late 1980's
- Ambulatory-focused
- Goals
 - Results reporting to improve efficiency/reduce costs
 - Archive: lab, imaging results, written consultations, discharge summaries

“Careplus” Enhancements

- **PACS (2002) – radiology imaging available on any computer**
- **“Bolt-on” Features:**
 - **Patient registry (for disease management)**
 - **Inbox/reminders (drives workflow)**
 - **FAX to outside physicians (instant feedback)**
- **Practice guidelines/pharmacy information**
- **Template notes/letters**
- **Customized dashboard for results reporting**

Strengths of “Careplus”

- **Reduces redundancy/error**
- **Patient convenience – common information across space and time**
- **Results/radiology images are in cyberspace**
- **Drives workflow processes (eg, diabetes care, flags, reminders)**
- **Mandates computer literacy of clinical staff**

Weaknesses of “Careplus”

- No order entry
- Not designed for inpatient record
- Template charting primitive – requires dictation
- Primitive decision support behind the scenes

***ALL THESE WILL BE CORRECTED WITH
NEW PRODUCT – CALLED “CAREPLUS
NEXT GENERATION”***

Two Consumer-Driven IT Enhancements

- **E-Prescribing**—to reduce escalating drug costs for employers and patients
- **E-Web Portal**—to provide internet convenience for routine medical information and logistics

Electronic Prescribing

Designed in collaboration w/auto industry

- Driven by high pharmacy costs
- Standardize access to formulary

Goals:

- Eliminate waste/error
- Improve MD and patient efficiency
- Line up prescribing w/PBMs to reduce costs especially thru use of generics

Electronic Prescribing

System:

- Web-based IT support
- Prompts MD for “best practice” for individual patient
- Rx electronically transmitted to the pharmacy

Outcomes:

- High MD satisfaction – saves time, improves accuracy
- High patient satisfaction – errors reduced, co-pays reduced
- Convenience of pharmacy “pick-up”

Henry Ford E-Portal

- **Background**

- 60% of metro Detroit adults are computer literate
- Consumerism is shifting to computer-based technology
- Phone systems are becoming obsolete (eg, airline reservations)
- Excessive time is spent in telephone tag

Henry Ford E-Portal

- **Goals**

- Provide convenience for patients
- Access health information, lab results, refill prescriptions
- E-visits/consultations, make appointments
- Provide market advantage
- Drive information/marketing out to consumer



Find Us Now Información de la Salud en Español

Search Search Henry Ford GO

MAKE AN APPOINTMENT
FIND A DOCTOR
SIGN UP FOR HEALTH NEWSLETTER
VIEW A PATIENT

HENRY FORD SERVICES
HEALTH ENCYCLOPEDIA
INFORMATION ON YOUR
PRESCRIPTIONS
INTERACTIVE BODY GUIDE
HENRY FORD LOCATIONS
MEDICAL EDUCATION
RESEARCH & CLINICAL TRIALS

HENRY FORD SPECIALTY CENTERS
HEART DISEASE
NEUROSCIENCE
ORTHOPAEDICS
ONCOLOGY
ORGAN TRANSPLANTS
PROSTATE CANCER

Visit our
**Pregnancy
Health Center**



Breakthrough Treatments

Weight Loss Surgery

Fifty-eight million Americans suffer from obesity. Learn how this surgery brings new hope to so many people.

Robotic Prostate Cancer Surgery

Find out why this procedure has fewer side effects and less pain. Henry Ford has one of the world's largest experiences with this new technique.

Bi-Ventricular Pacing for Your Heart

Cardiac resynchronization therapy (CRT) is a new treatment for heart failure that uses an implantable device to improve the pumping efficiency of the heart.

Back Surgery

A new minimally-invasive surgery offers patients new hope for treatment of back pain.

Henry Ford News

Henry Ford Announces 2004 Financial Performance

Henry Ford Health System Opens Medical Center in New Center Area

Henry Ford Hospital Offers Minimally Invasive Colon Cancer Surgery

[Click here](#) for additional news releases.

Henry Ford Medical Center New Center One



Login to MyHealth

Henry Ford patients can create their own My Health page. This feature allows Henry Ford patients to receive customized health information and secure private means to communicate with their physicians. If you're a Henry Ford patient, sign up now. [Click here.](#)

USERNAME

PASSWORD

GO

One thing stands between you and your health... the time it takes to see your doctor.

*When you're sick,
call before noon for
an appointment.*



Watch the new season of Minds of Medicine.

[Click here](#) to view and order some of our most recent shows.



Find Us Now Información de la Salud en Español

Search Search Henry Ford

OUT OF MYHEALTH

KE AN APPOINTMENT

D A DOCTOR

N UP FOR HEALTH NEWSLETTER

RY FORD SERVICES

ALTH ENCYCLOPEDIA

FORMATION ON YOUR

SCRIPTIONS

ERACTIVE BODY GUIDE

RY FORD LOCATIONS

DICAL EDUCATION

SEARCH & CLINICAL TRIALS

RY FORD SPECIALTY CENTERS

ART DISEASE

UROSCIENCE

THOPAEDICS

NCER

Physician Messages

Description	Submitted	Status
May 10, 04 - Here	05/17/2004	Closed
MC - May 5, 2004	05/11/2004	Closed
CBC at MC	05/11/2004	Closed
2/16	02/23/2004	Closed
Test From Landis	01/09/2004	Closed
Renew Prescription	12/08/2003	Closed
(No Subject)	11/14/2003	Closed

- Edit my registration information and newsletter subscription. [Click Here.](#)
- Edit my Medical Interests subscriptions. [Click here.](#)
- If this is your first time logging in, please change your password. [Click here.](#)

Health News

[Artificial Spinal Disc Approved](#)

[Extreme Heat Can Degrade Mail-Order Drugs](#)

[New Clues to Alcoholics' Sleep Problems](#)

[Shorter Intern Shifts Mean Fewer Medical Errors](#)

[Ovarian Cancer Rates Leveling Off Across Europe](#)

[Anesthesiologists Vulnerable to Drug Abuse](#)

Welcome to MyHealth



Prescriptions

Renew Your Prescriptions Online.



Request Lab Results

Request Your Labs Here.

My Medical Interests

Brain Cancer

Adam Encyclopedia

[Metastatic brain tumor](#)

News

[Hermelin Brain Tumor Center Offers First-of-its-Kind Treatment](#)

Web Pages

[BioGenex Staining System](#)

[Brain and Spine Cancers](#)

[Faculty](#)

[Hermelin Brain Tumor Center](#)

[Hermelin Brain Tumor Research, Labs and Clinical Trials](#)

[Information for Brain Tumor Patients](#)

[New Brain Tumor Treatments](#)

[Shaped Beam Radiosurgery](#)



GOUT OF MYHEALTH

[MAKE AN APPOINTMENT](#)[FIND A DOCTOR](#)[SIGN UP FOR HEALTH NEWSLETTER](#)[HENRY FORD SERVICES](#)[HEALTH ENCYCLOPEDIA](#)[INFORMATION ON YOUR PRESCRIPTIONS](#)[INTERACTIVE BODY GUIDE](#)[HENRY FORD LOCATIONS](#)[MEDICAL EDUCATION](#)[RESEARCH & CLINICAL TRIALS](#)[HENRY FORD SPECIALTY CENTERS](#)[ART DISEASE](#)[UROSCIENCE](#)[THOROPAEDICS](#)[NCER](#)

Presently, this new feature is available only to a limited number of centers and physicians. If your physician is not listed on the following pages, your issue will not be addressed. We will be adding more physicians and centers as soon as possible.

Renew a Prescription

Welcome.

You've entered the secure prescription renewal area at Henry Ford. Here are a few important points to remember:

1. The best time to renew prescriptions is at your visit with the doctor. Bring all your medicines to your appointment.
2. Please allow at least one business day for your prescription to be called into your pharmacy.
3. If you have not been seen within the last year and don't have an upcoming appointment scheduled, you probably will be asked to make an appointment.
4. Prescriptions given to you in the Emergency Room cannot be renewed online. Please [make an appointment](#).
5. You **MUST** be a patient of the doctor to whom you are directing your inquiry. Henry Ford physicians and staff will only answer inquiries from people who are CURRENT PATIENTS.
6. These pages use secure technology. For inquiries about the system, contact Henry Ford administration staff at myhealth@hfhs.org.

By clicking "I Agree" below, you acknowledge you have read and AGREE with the [privacy policy](#) and [notice](#), the [terms of use](#) and the terms described above. Further, you agree you are not experiencing an emergency situation.

Pharmacy Information

Name of Preferred Pharmacy:

Henry Ford Medical Center - Canton

or type in the name of your preferred pharmacy

Pharmacy Phone Number (example: 800-555-1212):

Prescription Information

Date Prescription Needed (mm/dd/yyyy):

05/01/2005

Name of Medication (Check Prescription Bottle):

Paxil

Dosage (Example: "25mg" or "100cc"; Check Prescription Bottle):

.25 mg

Frequency (Example: "Twice A Day After Meals."; Check Prescription Bottle):

1 time a day

Date Prescription Last Filled (mm/dd/yyyy, Check Prescription Bottle):

04/01/2004

Please List All Allergies, if any:

none

Next

HENRY FORD SPECIALTY CENTERS

ART DISEASE

UROSCIENCE

THOPAEDICS

CANCER

Patient Information

Name: Demodata Demo

MRN: 90000202

DOB: 06/12/1928

Telephone Number (Day): 313-874-6419

Telephone Number (Eve):

Email Address: demo467@hotmail.com

Prescribing Physician's Name: Baker-Genaw, Kimberly, M.D.

Pharmacy Information

Preferred Pharmacy: Henry Ford Medical Center - Canton

Prescription Information

1. Paxil, .25 mg, 1 time a day

Send These Requests

If you would like to request another prescription, please enter the information below and click "Add Another Request".

Date Prescription Needed (mm/dd/yyyy):

Name of Medication (Check Prescription Bottle):

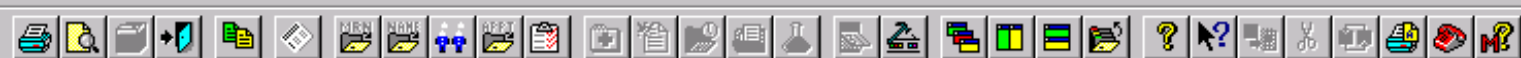
Dosage (Example: "25mg" or "100cc"; Check Prescription Bottle):

Frequency (Example: "Twice A Day After Meals."; Check Prescription Bottle):

Date Prescription Last Filled (mm/dd/yyyy, Check Prescription Bottle):

Please List All Allergies, if any:

none



Workflow Inbox - DEMO, DEMO D.: 15 Notifications

	Date	Time	Program	Notification	Priority	Status	MRN	Patient Name
	07/10/2001	04:36	CHP	P-P Comm	Regular	New	987-65-43-2	Drielick, Aaron
	07/05/2001	10:54	Diabetes	Confirm	Regular	New	922-33-44-5	Ninth M Diabnine
	07/05/2001	10:54	Diabetes	Confirm	Regular	Open	222-33-44-1	Second M Diabtwo
	06/21/2001	16:36	Discharge	Alert	Regular	Open	900-00-19-7	Pilot, Demodata
	06/21/2001	09:10	Discharge	Alert	Regular	Open	360-98-73-0	Lucky, Lucy M.
	06/15/2001	07:55	CHP	P-P Comm	Regular	Open	360-98-73-0	Lucky, Lucy
	06/15/2001	07:51	CHP	Rx Renewal	Regular	Open	382-85-88-8	Test, Opa
	06/15/2001	07:50	CHP	Rx Renewal	Regular	Open	298-00-57-4	Reiber, Billy
	06/15/2001	07:48	CHP	Rx Renewal	Regular	Open	388-72-66-9	Csr, Test
	06/15/2001	07:43	CHP	P-P Comm	Regular	Open	059-09-35-6	Myles, Edna
	06/15/2001	07:42	CHP	P-P Comm	Regular	Open	397-22-06-1	Smith, Thomas
	06/12/2001	09:55	Diabetes	Due	Regular	Print	032-76-85-4	Moe Barak
	06/11/2001	12:20	Anti-Coagulation	Due	Regular	Print	075-92-88-8	Brendan M Shanahan
	02/15/2001	13:18	Anti-Coagulation	Result	Urgent	Print	247-89-90-1	Debra S Pizzorni
	02/08/2001	17:45	Anti-Coagulation	Due	Regular	Print	900-00-19-7	Demodata Pilot

15 Notifications, 2 New Items, 1 Priority Item

Refresh Filter... Open Chart

Workflow / Event Notification System / Patient Chart /



DEMO, DEMODATA X. [900-00-20-2]: All available data

DOB: 06/12/1928 (76 years)	Sex: M	Rm/Bd:	Work:	Home: (248) 681-1216	Emer:
PCP: Unassigned	PP: Unassigned	HFH Primary Insurance: BLUE CROSS			

PP: Unassigned Consumer Health Portal - Prescription renewal

Patient Name : Demo Demodata
Telephone
Day : 313-874-6419
Night :

Medicine Name	Dosage	Frequency	Date Needed	Date Last Filled	Preferred Pharmacy	Pharmacy Phone	Allergy Info
axil Demo	.25 mg	1 time a day	05/01/2005	04/01/2004	Henry Ford Medical Center - Canton		non

Notes :

Reply to this message

Cancel

Forward

Last Data CHP



DOB: 06/12/1928 (76 years)	Sex: M Rm/Bd:	Work:	Home: (248) 681-1216	Emer:
----------------------------	---------------	-------	----------------------	-------

PCP: Unassigned	PP: Unassigned	HFH Primary Insurance: BLUE CROSS
-----------------	----------------	-----------------------------------

ort: 04/19/2005 12:25 Received: 04/19/2005 15:30 Original Document Document Status: Document

e Type: Web Encounter

e Provider: Clinic: HF DETROIT CAMPUS CLINIC

nscribed By: Updated By: LANDIS, PAMELA D.

sumer Health Portal

scription Renewal

Tracking ID: 20050419121629ILA

ient: Demo, Demodata (MRN 90000202)

ephone Day: 313-874-6419

Evening:

ject: Prescription Renewal

renewal request submitted by Demo, Demodata (MRN 90000202) on 04/19/2005 12:16:29

scription #1

ication: Paxil Demo

age: .25 mg

age frequency: 1 time a day

ded by: 05/01/2005

t filled: 04/01/2004

ferred pharmacy: Henry Ford Medical Center - Canton

rmacy phone:

t doctor visit:

t doctor visit:

wn allergies: none

ponse submitted by Landis, Pamela on 04/19/2005 12:25:33

s RX was called in today. Your prescription is waiting. Regards.

Index	Prev	Next	<< Revision	Revision >>	Info	Add to FAX/Print Queue
-------	------	------	-------------	-------------	------	------------------------

▶▶ Last Data \CHP Documents /

elp, press F1

LANDIS, PAMELA D.

CAP NUM

Tue Apr 19 03:30 PM



DEMO, DEMODATA X. [900-00-20-2]: All available data

DOB: 06/12/1928 (76 years)	Sex: M	Rm/Bd:	Work:	Home: (248) 681-1216	Emer:
PCP: Unassigned	PP: Unassigned	HFH Primary Insurance: BLUE CROSS			

THOPAEDICS
NCER

Needed By: 05/01/2005

Allergy Info: none

Preferred Pharmacy: Henry Ford Medical Center - Canton

Preferred Pharmacy Phone:

Response

[* Required Fields]

Your Full Name * Pamela Landis

Response * This RX was called in today.
Your prescription is waiting.
Regards.

Submit Your Response

[Terms of Use](#)

[Privacy Policy](#)

[Take a 3-D Tour Inside Henry Ford Hospital](#)

[Table of Contents](#)

[Copyright 1997-2004](#)

◀ ▶ ▶▶ Last Data CHP

Henry Ford E-Portal

Early results

- 30,000 patient enrollees
- 24,000 annual transactions
- Average transaction takes 16 hrs, but all patient interaction is computer-based
- Provider feedback – saves time/reduces phone load
- Patient feedback – convenience factor high

How do Henry Ford Patients View the “Careplus” EMR?

Advantages

- Doctors have same information – avoids error, needless tests
- Assurance of standardization
- No need to carry information themselves (eg, x-rays)
- Resembles other service industries (eg, banking)

How do Henry Ford Patients View the “Careplus” EMR?

Security/Privacy Rarely Questioned!

- **Potential Reasons (?)**

- May not know about EMR
- See providers and their system as trusted agents
- Captive audience (HMO network patients)
- Have secure employment, union protection

EMR privacy issues involve employability and insurability. In HFHS, most patients are protected from these concerns.

The Case for the Personal Medical Record – the Tipping Points

Geographic Mobility

- More common for workers to change locations, especially for service industries**
- More common for senior population to relocate at the time of life when medical issues are more complex**
- Florida “snowbirds”**

The Case for the Personal Medical Record – the Tipping Points

Consumerism

- Informed health care consumers will want to control their medical information for portability
- With more cost at risk, patients will “shop services” armed with accurate personal data

Generation “X and Y”

- Spend a lot of time in cyberspace; comfortable with the issues
- Loathe slow methods of communication
- Accept IT security as a way of life

What is Needed for Personal Medical Record?

(Not as Much as You Think)

- **Background**
 - **Past surgeries and hospital admissions, procedures**
 - **Allergies**
 - **Risk factors: lipids, smoking, family history**
- **Active Medical Problems and Complications**
- **Current Medications/Drug Reactions**
- **Recent Diagnostic Tests (0-2 yrs)**
 - **Lab work**
 - **Imaging (preferably retrievable)**
 - **Electrocardiogram**

What is needed for Personal Medical Record?

(Not as Much as You Think)

- **Most can be template charted and summarized in one page for 90% of patients**
- **Sensitive Issues can segregated:**
 - **Psychiatric illness**
 - **Substance abuse**
 - **HIV status**
 - **Genetic profile**

Why Has the Portable Health Record NOT been Successfully Commercialized?

The Obvious Reasons

- No Clear Consumer Value (yet)
 - The service does not provide health care delivery and may not be a trusted agent
 - Example: would you hire someone to store your financial information?
- Fear of Security

Why Has the Portable Health Record NOT been Successfully Commercialized?

The Hidden Reasons:

- No standard reporting platform
- No standard data entry or assurance of accuracy – ***THIS MAY BE THE ELEPHANT IN THE ROOM !***
- No incentive for providers to enter the data